



# Thank you for purchasing an eResource through OfficeMax.

Please find below some commonly asked questions and answers about how eResources work.

### What is an eResource?

An 'eResource' is a subscription for the student to access online content. This is different to an 'eBook' or a 'file' that can be downloaded onto a device.

### How do I order an eResource using OfficeMax MySchool?

You will find the eResource(s) your child requires (if any) on your school stationery list. You will be asked to input your child's school email address when ordering an eResource.

If you do not have this email address, the school will provide it to OfficeMax after term starts.

### When do I get charged for an eResource?

When you purchase an eResource you will be charged immediately.

### When will the eResource be available?

All eResources will be available after school starts. OfficeMax will work with your child's school and the online eResource provider to set up logins which will then be sent to your child's school email address.

### How can an eResource be accessed?

It can only be accessed using a student's school email address.

### How can I check if my child has access to an eResource?

Please ask your child to check their school email Inbox and Spam folders. If no email can be found, please ask the teacher to check the eResource provider's administration website for login details.

If no login details are available, please contact OfficeMax at [enquiry@myschool.co.nz](mailto:enquiry@myschool.co.nz). Please include your order number, school name, child's name, year, level and subject.

### What if my child is no longer taking this subject?

If your child has not accessed the eResource, please contact [enquiry@myschool.co.nz](mailto:enquiry@myschool.co.nz) for a refund.

If your child has started using their eResource, no refund can be provided.

### How do I get a refund if I purchased the incorrect eResource?

Please contact OfficeMax at [enquiry@myschool.co.nz](mailto:enquiry@myschool.co.nz). Please include your order number, school name, child's name, year, level and subject.

Please keep this handout until your child starts school and has accessed their eResource as it contains information you may find useful later on.



- [myschool.co.nz](http://myschool.co.nz)
- OfficeMax Stores
- 0800 724 440

